

Second Edition: Build Communication Skills via LOC Learn

Build Core Competencies via LOC Learn continues with additional tools for the development of communication skills. We encourage you to share these learning opportunities with your employees:

Online Learning Resource	Resource Type, Duration	Speaker	What you will learn:
<u>Writing Effective E-mails and Instant Messages</u>	Course, 28 minutes	N/A	This course explores the fundamental elements of email written communication that every email should contain, and the importance of keeping emails concise and etiquette when using instant messaging.
<u>Organizing Your E-mail</u>	Course, 28 minutes	N/A	In this course, you will learn communication techniques for managing and writing emails effectively. The course covers email etiquette tips on how to use folders and filters to organize emails for increased efficiency, as well as guidelines on what emails to delete.
<u>Navigating Challenging Situations with Diplomacy and Tact</u>	Course, 30 minutes	N/A	You will learn to navigate difficult conversations and situations. You will also learn how to communicate a difficult message effectively, write diplomatic and tactful e-mails, and handle angry and manipulative coworkers.
<u>Better Listening</u>	Video, 5 minutes	Kevin Eikenberry	Being an effective listener isn't about better skills; it's about better habits.
<u>Listening Even When It's Difficult to Listen</u>	Course, 32 minutes	N/A	Common misconceptions about listening, how to hone your listening skills, and what to do when you encounter roadblocks to actively listening.
<u>The Communication Clinic: 99 Proven Cures for the Most Common Business Mistakes</u>	Book Summary, 8 pages (The book and audio book are available. Just search the title in LOC Learn.)	Barbara Pachter and Denise Cowie	The Communication Clinic provides a prescription for how to be a professional, effective communicator. In this Summary, we discuss the salient points of the book based on our interpretation of its contents.